



Emergency Call

Volume 1, Issue 1

June 19, 2001

Seminole County E 9-1-1 System

Inside this issue:

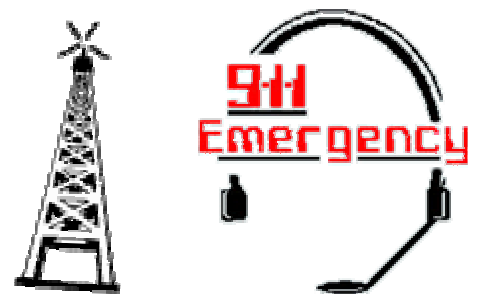
Wireless Phase 1 & 2 Lake Mary's Building	1
Training Schedule	1
Did you ever wonder	2
Training Schedule Around the County	2
Well whatda you know	3
Public Notification System Lets Celebrate	3
Hurricane Prepared- ness	4

Wireless Update

Have you noticed lately how your ALI has been displaying the wireless customers telephone number. We all know how important that could be in an emergency. What you are seeing is the result of a long and arduous task that has been mandated by the Federal Government. This is "Wireless Phase One," the ability for PSAP's to receive the callers telephone number.

Shortly we will begin the next phase of this project. "Wireless Phase Two," is where the call taker will actually be able to receive the data from the wireless provider and it will display a "dot on the map" at your console.

An actual graphical map will appear on your equipment, with an icon representing the caller. We have retained a very reputable consulting firm to acquire the best technology available for us.



We are the best, because we train the best!



Special points of interest:

- * Remember to always complete a 911 Inquiry form when there is any discrepancy on the ALI versus what the caller tells you.
- * It would be good to occasionally review the circumstances when to call the Regional Service Center (RSC).



Lake Mary Police Department will soon be moving into a beautiful new building. The building is two stories, a welcome area that has a stunning inlay of the city's crest.

The move is expected within the next few months and will greatly increase the department's ability to serve the community.

Lake Mary's New Home



Training Schedule

Beginning with the new fiscal year, which is between October and September, Seminole County will begin an exciting new era of training. Bob Hodges, Professional Standards and Training Coordinator along with nine A. P. C. O. instructors from various agencies have established a training schedule that they hope will accommodate everyone and every shift.

Beginning in November 2001, there will be an A. P. C. O. Basic Telecommunicator course and Communications Training Officer Course, three times a year. The classes will be held back to back. This will help everyone to schedule classes more effectively.

Also, beginning in January 2002, classes will begin for the Continuing Dispatch Education Program. This program will be an aggressive move to provide on going education

for all P.S.A.P. employees. Each class will be for four hours and be held three times a year. Each employee will be required to obtain 12 CDE credits per year. A new item that has been developed is a county certification for every Telecommunicator.

Coming soon will be the first of its kind, with the *approval* of A. P. C. O., we will embark on a new direction and begin a refresher course based upon the A. P. C. O. Basic Telecommunicator course. A. P. C. O. is very interested in this advanced training and supports our endeavors.



Quality Training
Quality Opportunity
Quality Above All

Around the county

Oviedo Police Department was hit with lightning during a recent storm, with quick thinking all 911 calls were "alternate" routed to SCSO. Isn't great when a plan comes together!

We recently had 23 people attend the A. P. C. O. Telecommunicator Course with Altamonte Springs Police and the Seminole Sheriffs Office sending eight new people each.

Stop by and see the new recording system being evaluated in the Public Safety Communications Center, who knows this may be the one we will be working with.



Don't forget that there is a NENA conference in Orlando the week after next. Stop by and see the new technologies and take in a class or two and learn about new procedures.



Did you ever wonder?

How did the E 9-1-1 system get started?

How the phonetic alphabet was created?

Why do Law Enforcement vehicles start out using blue lights?

Who invented the first fire insurance company?

Have you caught the **FISH** yet? You haven't? Tsk, Tsk, Tsk!!

How you have survived, till now with out a wireless telephone?



Makes you wonder!

Anyone have any idea which public safety agency is the oldest in the county?

If you have any questions or interesting facts about your agency or the local E 9-1-1 system, let us know. Contact Bob Hodges at 407 665-5167 or email at rhodges@co.seminole.fl.us

Well whatda you know!

This is your chance to share with others your knowledge about what we do best. Is there something that you know how to do that maybe someone else does not? Submit it and we will post it in the next issue. This could be about anything relating to E 9-1-1 system, NCIC/FCIC, E 9-1-1 SOP's, area geography, new construction, use your imagination!. It is up to you! Come on and help someone be a better communicator, step and take ownership in our system. Only we can make it the best, bar none!

Did you know that the E 9-1-1 SOP's are being redesigned and updated? They should be ready for an October 2001 release date. It has been a long time since the last update, so you can imagine the updates and new items!

Did you know that you that the county's MSAG is available on the Public Safety web page?

The web address is:

<http://www.seminolepublicsafety.org> then click on the E 9-1-1 icon and there it is in the upper right corner, correct spellings and ranges and more.

Did you know that as of June 1st, all the PSAP's combined have answered 161,800 calls. You have done a magnificent job of answering them with an average of 3.3 seconds. This demonstrates your commitment to excellent customer service and dedication to the profession of Emergency Telecommunications. Great work and keep it go-



Come and take the challenge, we dare you!

Seminole County Public Notification System

In a joint effort between the Seminole County Public Safety and Sheriff's offices there is a great tool available to use by any agency in the county. Dialogic Communications Corporation out of Franklin Tenn., installed a computer a little over a year ago it is able to call every publicly available telephone number in the county. With a simple "click and drag" you can notify a large group of people about a missing child or adult, water or gas line break, even emergency information during a hurricane.

This system can deliver a 30 second message to 2000 telephone numbers within 21 minutes. It even has the ability

to perform an emergency recall for staffing or even emergency response teams like, SWAT or Hostage negotiations. Anyone interested in learning more about this device and how you would get access to it please call Bob Hodges at 407-665-5167 or email him at rhodges@co.seminole.fl.us

**Make 2000
telephone calls in
21 minutes!**

Let's Celebrate Us!

Hey, everyone knows how hard it is to have a qualified person to fill out an application, go through the hiring process and actually stay. This section is where we would like to recognize the new people just starting out in this career.

We want also say a heartfelt thank you to those of you that have been with the Seminole County E 9-1-1 system for more than 15 years.

We will make every effort to post as many **Celebrity Names** as space allows.



**Winners amongst all!
Thank you for being you!**

Please submit names with appropriate times to Bob Hodges at 407-665-5167 or email him at rhodges@co.seminole.fl.us

**Seminole County
E 9-1-1
System**

Seminole County
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Emergency Communications and
E 9-1-1

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**Editor
Bob Hodges**

A short note about this newsletter. This is something that has long been needed as another way to pass along information and stories to everyone.

We will try various printing cycles either monthly or bi-monthly depending on the amount of news and support that is supplied by **you** the reader, and what ever we can find out about.

This is your newsletter, share your ideas, thoughts, training, announcements, accomplishments, stories or feelings if you want to, it is up to you. If someone wants to write an article, by all means do so and get it to us for printing .

It's going to take all of us working together to make this a success.

Coming soon to the web at:
<http://www.seminolepublicsafety.org>

It's that time again

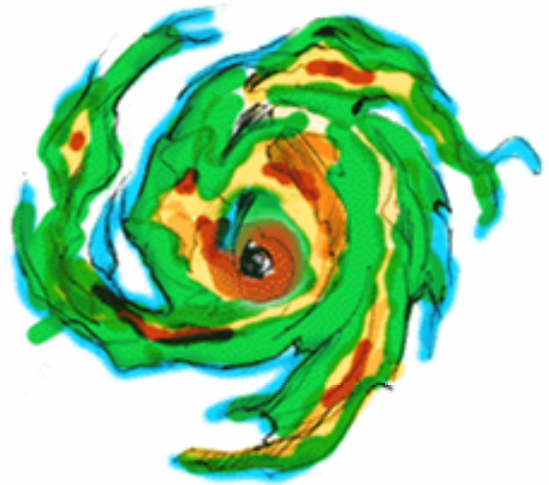
The season of the hurricane is upon us once again. Have you taken the time to review your agencies policy and procedures about what are your responsibilities? Now would be a great time to update yourself if you haven't.. Don't forget about what you will need at home for your family and pets as well.

If your unsure about what to do, contact the Seminole County Emergency Management Office at 407 665-5131 or your local fire department. They have information that will assist you in protecting your property as best as you can. You might want to even review your homeowners or renters insurance paperwork and see if it needs updating.

You can also call the Seminole County Animal Control office at 407 665-5110 for more great information about caring for your animal during a possible hurricane strike.

It has been a long time since one visited us or even came close, but don't let that become a false security for you.

Everyone needs to prepare!



**We will always be there for others,
Its what we do best!**